



**Connect Support Group**

**ABN: 72 637 517 901**

**E: [hello@agnessupportservices.com](mailto:hello@agnessupportservices.com)**

**W: [www.connectsupportgroup.com](http://www.connectsupportgroup.com)**

## *Connect Support Group's Privacy Policy*

Connect Support Group (CSG) refers to the following services:

- Connect Support Coordination
- Connect Support Group
- Connect Plan Manager

**CSG** respects the privacy and confidentiality of all Clients and NDIS Participants, and their families/carers. CSG will endeavour to ensure that all individuals enjoy:

- Protection from inappropriate public attention or intrusion.
- Being treated with honour, dignity and respect.
- Confidence that written and spoken information is protected from access and use by unauthorised persons.

CSG will also endeavour to abide by the Australian Privacy Principles (**APPs**), as set out in the Privacy Act 1988 (**the Act**). This policy sets out how we collect, use, manage and store personal information in accordance with the Act.

In this policy, "I", "we" "us" and "our" are reference to **Connect Support Group**. "You" and "your" means a natural person whose personal information we have knowingly collected.

### **What are your rights?**

A person has the right to:

- know why we are collecting your personal information;
- know what information we hold about them;
- know how we use that information;
- know who we share the information with;
- see the information we hold about them;
- know if their personal information will be disclosed overseas; and
- correct this information if it is wrong.

### **What information will we collect?**

CSG only collects information that is relevant to effective service delivery. The information I collect includes contact details, personal details, any other personal information you or a person ostensibly authorised by you submits to me and other information that is reasonably necessary to be able to perform my functions provide you with my services.

CSG may also collect sensitive information, which includes health information, criminal records (from prospective employees, volunteers or directors only) and an individual's race and religion.

### **How will we collect information?**

How I collect your information depends upon how you interact with me. I may collect personal information directly from you or if you have authorised me to do so, other sources such as your doctor or other service



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providers. I may collect information in person, or via telephone, mail, fax, email or internet contact. Where I collect, use and disclose sensitive information about you, I will only do so where it is reasonably necessary to conduct our business and either we have obtained your consent, or it is permitted by law.

I will, at the time of collecting the information (or if not practicable, as soon as practicable after) notify you that I am collecting personal information about you, why I am collecting that information and any consequences for you if we do not collect that information.

If you do not wish for your personal information to be collected in a way anticipated by this Privacy Policy, I will use reasonable endeavours to accommodate your request. If CSG does not comply with your request, or you provide us with inaccurate or incorrect information, I may not have sufficient information to conduct our business and I may be limited:

- in my ability to provide our services;
- in my ability to keep you informed of company updates and services information;
- in considering your application for employment with us; and
- in my ability to respond to an inquiry or request.

### **Purpose of collection, use and disclosure of your information**

We collect, use and disclose personal information for the primary purpose of conducting this business, which includes:

- providing you with services you may need;
- monitoring the progress of my support services to you and tailoring the services to suit your needs;
- carrying out planning, service development, research and analysis;
- improving CSG;
- responding to an inquiry or request;
- working together with other service providers to properly operate this business;
- assessing a person's application for employment with CSG;
- compiling and maintaining mailing lists and communicating with persons on those lists;
- fulfilling funding agreements with NDIS or other funding authorities;
- disclosing statistical information about CSG services to the DHHS, NDIS or to other regulators.
- where disclosure is necessary to prevent or lessen serious threat to the life or health of a client, employee or another person;
- fulfilling other obligations to government authorities;
- doing something that one would reasonably expect us to do using the information; and
- where you otherwise provide your consent, whether express or implied.

In conducting our operations, we may share some of your personal information with third parties such as outsourced service providers and contractors. Unless you have agreed (or the consent of a parent or guardian has been obtained), these parties are not allowed to use your personal information for any other purpose except to assist in conducting CSG operations.

Although I take all reasonable measures to secure your information, I am not responsible for third party circumvention of security measures on my electronic databases or at any of my premises.

Please note that third party recipients of personal information may have their own privacy policies and we are not responsible for their actions, including their handling of personal information.

As at the date this policy was most recently updated and to the best of my knowledge and expectation, your personal information will not be disclosed overseas.



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CSG does not seek information about an individual from another service provider without your consent (or the consent of the guardian or person responsible).

CSG do not disclose information externally to service providers about an individual without their consent (or the consent of guardian/advocate) except:

- non-identifying data required by funding bodies and by government departments for planning purposes.
- where disclosure is required or authorised by law (such as court subpoena or staff testifying under oath).
- where it is reasonable that the disclosure is necessary for the enforcement of the criminal law or for a law imposing a fine or for the protection of public revenue.
- where it is reasonable that the disclosure is necessary to prevent or lessen serious threat to the life or health of the client, employee or another person.

### **Will your information be secure?**

I will use modern techniques and processes which meet current industry standards to ensure that your personal information is kept secure and confidential.

Only CSG employees are authorised to access and handle your personal information and such access is restricted according to role and network. CSG has secured facility and hard copy documents are stored in secure facilities.

### **Will your information be used for marketing purposes?**

When you provide your personal details to CSG, you consent to me using your personal information for direct marketing purposes (for an indefinite period). From time to time, we may contact you with information for the purpose of newsletters, surveys or about products and services offered by me which I think may be of interest to you. When I contact you it may be by mail, telephone, email or SMS. Where we use or disclose your personal information for the purpose of direct marketing, we will:

- allow you to 'opt out' or in other words, allow you to request not to receive direct marketing communications; and
- comply with a request by you to 'opt-out' of receiving further communications within a reasonable time frame.

I will only contact you if you have consented to direct marketing, and you can ask to be removed from CSG marketing lists at any time by directly contacting CSG. If you don't wish to receive new information, just contact us using the details set out below.

### **How long will we hold on to your information?**

CSG will not retain any of your information any longer than is legally required.

If you wish to have your personal information deleted, please let me know in writing and I will delete that information wherever practicable.

### **Can you access and correct your information?**

CSG will use reasonable steps to ensure the personal information CSG holds is complete, up to date and accurate, so far as it is practicable for me to do so. You may request access to the personal information we hold about you by contacting our Privacy Officer, using the details set out at the bottom of this policy. If I determine, having regard to the APPs, that it is either not lawful or not required by law to provide you access to the personal information CSG holds, I will provide you with a written response within a reasonable period, setting out our



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reasons. If I am otherwise obliged or permitted to give you access to that personal information, I will do so within a reasonable time. I reserve the right to charge you a fee for giving access.

If personal information CSG holds about you is incorrect, I will, on your request to correct it or where I am satisfied that the information is inaccurate, out of date, incomplete, irrelevant or misleading, take such steps as are reasonable in the circumstances to ensure that the information is corrected. However, if you request me to correct personal information that CSG holds about you and I refuse to do so, I will, to the extent reasonable, provide you with a written response as to my reasons.

### **How can I resolve any privacy issues?**

If you have a question about how we handle personal information, wish to lodge a complaint about our compliance with the APPs you may contact our Privacy Officer:

#### **Privacy Officer**

Address: 2/31 Redland Drive, Vermont, VIC 3133

Telephone: (03) 9874 8628 or 0421 911 520

Email: [hello@agnessupportservices.com](mailto:hello@agnessupportservices.com)

Our Privacy Officer will co-ordinate the investigation of any complaint and any potential resolution of a complaint. She will aim to resolve all complaints as soon as practicable for CSG to do so.

If you are still not satisfied with CSG's response, you may contact the office of the Australian Information Commissioner either by phone at 1300 363 992, or post at GPO Box 5218, Sydney NSW 1042 or by email at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au). Further information can be obtained at [www.oaic.gov.au](http://www.oaic.gov.au). We recommend that you first try to raise and resolve any concerns with CSG.

### **Changes to this policy**

We may change this Privacy Policy at any time. If I make changes to this Privacy Policy, you will be updated accordingly.